



**“The best way to
predict the future
is to *create* it.”**

~ Peter Drucker



**Annual Report
2015**

Dear Friends,

The excitement of a new year often comes with reflection on the year before. While CLASS anticipates new changes in the year to come, the organization has experienced great success in 2015. We invite you to join us in celebrating our accomplishments by reviewing our 2015 Annual Report.

First and foremost, CLASS continues to be a strong, vibrant organization dedicated to serving men, women, and children with disabilities and their families. As you turn the pages, their stories, which lend themselves as personifications of our mission in action, unfold. While you can find more details inside the report, consider these quick facts:

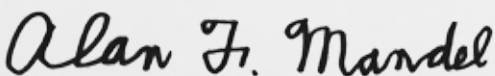
- In 2015, CLASS offered services through **8** programs.
- Over **35** community groups rented space from CLASS to hold trainings and meet with constituents.
- There were **646** individuals directly supported by CLASS's programs.
- Programs provided approximately **511,957** hours of support to individuals with disabilities and their families.

As we turn to 2016, human services in Pennsylvania find themselves in changing times. The state has decided to convert long-term services to a "Managed Care" format. This new process is will provide in-home supports and is designed to help people stay active in the community. While in the initial phases of implementation, CLASS is confident that we will continue to stay at the forefront of this change and will do our best to keep you informed of these changes to ensure a seamless transition as possible to the new system.

Despite the uncertainty that this change may bring, CLASS is certain that the future holds great opportunity for the organization and the individuals we support. As Peter Drucker once said, "The best way to predict the future is to create it." CLASS is led by a forward-thinking Board of Directors and over 320 professional staff who are dedicated to creating opportunities and options for people with disabilities and their families. With this perfect blend of governance and quality support, CLASS will continue to remain on the cutting edge of services with our signature effort of promoting social capital and building of community capacities through programs. As our mission states, we are truly working toward a community where each belongs.

As a stakeholder viewing this report, you recognize that in order to lead fulfilling lives, all people need a balance between professional services and natural supports or relationships. While change is on the forefront, with your support, CLASS can continue to build inclusive communities where all members can thrive and prosper.

Sincerely,



Alan Mandel
CLASS Board President



Al Condoluci
CLASS CEO

CLASS creates *Quality Programs*

Community Living and Support Services (CLASS) offers quality, individualized programs to individuals with disabilities and their families through eight different program areas. Since its inception in 1951, CLASS is consistently making strides toward the organizational mission of *Working Toward A Community Where Each Belongs* through the services provided by each of the programs. CLASS serves all people with disabilities who aspire to live, work, and play in the communities of their choice.

Through programs and services, CLASS provides individuals with the valuable tools and support to make vital connections within their communities. The 2015 Annual Report will highlight the stories of each program and the roles they have played in creating communities where all members can flourish.

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CLASS creates *Confidence at Home*

In October of 2015, CLASS was awarded a grant from the Institute on Disabilities at Temple University to offer services under the Pennsylvania's Initiative on Assistive Technology (PIAT). The mission of PIAT, a program of the Institute on Disabilities at Temple University, Pennsylvania's University Center for Excellence in Developmental Disabilities (UCEDD), is to enrich the lives of individuals with disabilities, older Pennsylvanians, and their families, by helping them acquire and access assistive technology devices and services.

CLASS held an open house on November 24, 2015 to showcase some of the equipment available through PIAT and allow consumers to learn more about services offered. Christina Chamberlain, RESNA ATP, was also there to provide her expertise in the use of assistive technology. Christina serves as the Assistive Technology Resource Coordinator for the program at CLASS. CLASS serves as the liaison for PIAT in Allegheny, Armstrong, Beaver, Butler, Indiana, Lawrence, and Westmoreland counties, and offers the following services:

- Device Demonstrations - Allows individuals to explore and learn about different assistive technology devices
- Lending Library - Short-term equipment loans for individuals to evaluate at home or in the community
- Reused and Exchanged Equipment Partnership (REEP) - Classifieds to buy, sell, or donate previously owned assistive technology devices and equipment
- Telecommunication Device Distribution Program (TDDP) - Provides free, specialized telephone equipment for individuals who may have difficulties using a regular telephone

The PIAT Services through CLASS connect individuals with the assistive technologies they need in order to lead more independent lives. Elsie Halpern had received equipment several years ago from the TDDP and was familiar with the program. Since then, her vision and hearing problems have worsened, and the equipment she originally obtained was no longer meeting her needs. Elsie contacted Christina to inquire about her eligibility for receiving new equipment from the TDDP. Elsie was apprehensive about living on her own without any way of hearing the phone ring or being able to hear people on the phone when she contacted them.

Christina worked with Elsie to acquire a new CapTel 840 captioned phone from the TDDP. The CapTel 840 captions what people are saying on the screen of the phone for the individual to read, and features an answering machine that captions messages left when a person is unable to answer the phone. Individuals can also adjust the volume of the ringtone and a picture of a phone appears on the screen when a call is received. After Elsie had the phone for a few weeks, Christina called her to ask how the new device was working for her. "You made a 93-year old woman's heart so happy! I can finally hear on the phone again!" Without her new phone, Elsie may not have felt secure enough in her own home and may not have been able to continue to live independently in her community.

Through the services offered through PIAT, CLASS aims to help individuals, whose stories are similar to Elsie's, acquire the assistive technology they need in order to remain as independent as possible in their own homes and communities.

For more information about PIAT Services offered through CLASS, contact Christina Chamberlain at cchamberlain@classcommunity.org or 412.683.7100 ext. 2179.



Christina Chamberlain and Amy Goldman at the PIAT Open House in November

CLASS is excited to offer PIAT Services to Southwestern Pennsylvania. In 2015, PIAT assisted 68 individuals through the Lending Library with demonstrations, device loans, information, and assistance.

CLASS creates *A Strong Board*

Alan Mandel, President
Janet Evans, Vice Pres.
Mark Rotella, Treasurer
Sally Balogh, Secretary

Erin Carlin
Ted Cmarada
Karyll Davis
Elias Fallon
Gerald Farabaugh
Paul Freund
William Goyette
Maggie Guzzo
Francis Hoist
Michael Lewandowski

Linda Lewis
Neal Lutz
Irene Nelson
Paul O'Hanlon
Margie O'Leary
Mariah Passarelli
Ken Pasterak
Shirlee Porro
Wes Rohrer
Matt Sembrat
Kenneth Service
Reverend Sally Jo Snyder
Jim Spruill
Christine Tyndall
David Zak

CLASS is led by a dedicated group of individuals with diverse backgrounds. Board Members can sit on a number of different committees to advise staff on various topics to ensure the organization remains on course.



Erin Carlin, Courtney Walker, and Lee Snook at the Community Heroes Awards Dinner

CLASS creates *The Next Generation Of Leaders*

For all nonprofit organizations, student interns can be vital to the workforce, lending their expertise in a number of departments. CLASS teaches students about the organization and the disability community as a whole. Interns have helped CLASS by teaching in skill building classes, coordinating special events, researching a variety of topics for all departments, conducting research projects, providing accounting assistance, and many other tasks.



Bucky, Nate, and Colby at Monte Carlo Night with the National Society of Collegiate Scholars from the University of Pittsburgh

CLASS hosted 27 undergraduate and graduate student interns logging over 2,900 volunteer hours with a variety of concentrations including business, occupational therapy, social work, medical, and pharmacy.

Meeting people who have common interests, feeling a sense of belonging, and being active in one's community are important to most of us; Michael is no different. At the age of 26, Michael was content with his life, but felt something was missing. His grandmother wanted him to have more opportunities than she could provide. He had been living at home with her since graduation, and other than regular visits to the Kennywood Amusement Park and activities with his grandmother, Michael didn't socialize with anyone his age.

When Michael's grandmother learned of CLASS's Community Skill Building Program, she thought it would be an excellent place for him to meet new people and participate in different activities. In the Community Skill Building Program, individuals work with their Program Specialists to choose classes they would like to attend to help them increase their independence.

Michael was excited to participate in a daily program that would enable him to visit with people other than his family and participate in a variety of activities. He chose classes that would allow him to further develop his social skills and build on his independent living goals. To help him enhance his social skills, Michael takes a Listening Skills Class to develop important skills associated with interacting with others and building relationships, as well as a Public Speaking Class to help him feel more comfortable speaking in front of others. His Public Speaking Class has also been a great outlet for him to share feelings and thoughts that are important to him. Michael connects with his friends online during his Computer Class, where he can access his social media account and play various online games.

Wanting to become more independent at home, Michael enjoys his Domestic Skills Class where he learns how to plan and prepare simple meals. His favorite class is Volunteer Options, where groups volunteer at local organizations to learn different vocational skills. Once a week, Michael and his peers visit the Animal Rescue League to do various tasks, including clerical assignments, cleaning, and tending to some of the animals. Of his time volunteering, Michael shared, "I never volunteered before and love working there. My favorite part of volunteering is taking care of the bunnies. I like going with Jan because I learn a lot from her and like helping all of the animals."

Michael has been very successful during his time at CLASS. His positive and outgoing personality, coupled with staff's ability to individualize a schedule that

The Community Skill Building Program provided 63,000 hours of support and 512 hours of case management to 73 people.



Michael working with the rabbits at the Animal Rescue League

addresses Michael's needs, have allowed him to try new things and build a positive relationship with his support team and peers. Michael feels that he belongs in his community by participating in different opportunities and meeting new people through CLASS. Michael's involvement in the program provided him and his grandmother the resources they needed to fulfill the goals that many of us, including Michael, aspire to achieve.

For more information about the Skill Building Program, contact Courtney Walker at 412.683.7100 ext. 2153 or cwalker@classcommunity.org.

CLASS creates
Volunteer Opportunities

CLASS creates

Respite Awareness

The Alliance for Community Respite Care (ACRC) of CLASS continues to promote awareness of caregiver relief and hosted a number of events to celebrate Respite Awareness Week 2015 in Pennsylvania. The ACRC is a volunteer group committed to supporting access to respite resources for family caregivers of individuals of all ages and disabilities.

To kick-off Respite Awareness Week, the ACRC was featured during a live interview on the KDKA Radio's Saturday Light Brigade. Later that same week, the ACRC of CLASS, with support from the Institute on Disabilities at Temple University, hosted a lunch and learn with Jill Kagan, Chair of the National Respite Coalition and Program Director for Access to Respite Care and Help (ARCH), in Washington DC. Kagan met with individuals who are creating volunteer respite initiatives in their faith communities and other community organizations, and invited others to focus on sustaining respite efforts in their communities. During the event, she shared her expertise on sustainability specific to caregiving, women and disability, and respite issues.

A highlight of Respite Awareness Week was the 7th Annual ACRC Respite Community Forum and Resource Fair, which brought together family caregivers, stakeholders, providers and community members, to participate and discuss issues related to caregiving. The standing-room-only event featured speakers and panelists who recognized the efforts of family caregivers and the need for educating stakeholders in western Pennsylvania about the impact of respite.

Serving as the keynote speaker, Jill Kagan provided a federal perspective on respite care that was both informative and inspirational. The forum also featured a panel of experts including: David Drezner from the state

Aging Disability and Resource Centers, Danielle Pantalone from Cullari Communications Global, Russell Goralczyk with the Allegheny County Area Agency on Aging, and Robert Niederberger, an advocate and stakeholder. The panelists were able to offer innovations in respite services and talk about government updates.

Speaker of the House, Mike Turzai, presented a proclamation declaring Respite Awareness Week and acknowledging support for family caregivers and the PA Lifespan Respite Coalition. State Representative Edward Gainey recognized the Annual Respite Community Forum and the effort to raise respite awareness.

ACRC of CLASS provides resources to caregivers by connecting them to respite services through the CLASS website and the ARCH respite locator, along with other referral sources. The ACRC of CLASS meets monthly to plan events and other activities to support access to respite care. This year, the ACRC of CLASS has welcomed new participants to the group, including local faith and community organizations that offer volunteer respite resources for families caring for children with special health care needs.

As the ACRC of CLASS grows, so do efforts to ensure that family caregivers have improved access to relief. The ACRC also provides funding in the form of vouchers to families who do not have access to funding. During the past year, several families were provided with stipends, allowing them to purchase respite relief that would have otherwise been out of their reach.

For more information on the ACRC, contact Char Raynovich at craynovich@classcommunity.org or 412.683.7100 ext. 2245.



Members of the panel address the crowd



Members of the ACRC of CLASS with Keynote Speaker, Jill Kagan (Middle)

CLASS creates *Legacies*

"Someone is sitting in the shade today because someone planted a tree long ago."
- Warren Buffet

Established in 1951, Community Living and Support Services (CLASS) has filled the roles of caregiver, supporter, advocate, and friend in the lives of many men, women, and children with disabilities throughout the years. With great determination, CLASS has worked tirelessly so that all people, regardless of ability, can lead fulfilling lives as active members of their community.

It is through the supporters of the organization that CLASS can continue to play such valuable roles in the lives of the individuals we support. CLASS invites you to make a donation to The Giving Tree, receiving a leaf or a dove to recognize your family's role within the organization. Donations for leaves or doves can be made in honor or memory of loved ones.

Can we count on you to continue supporting CLASS's mission of Working Toward A Community Where Each Belongs? Your gift will enable individuals to receive care in their homes, the opportunity to participate in the community, support volunteer and vocational efforts, and provide affordable, accessible housing.

We hope you will join us in leaving your legacy, so that we can continue ours.

Each legacy gift will be prominently displayed on CLASS's Giving Tree that will be located on the top floor, outside the elevator.

Each leaf comes with four lines of text. Spaces count as one letter. Doves have only three lines of text.

Your legacy gift will be recognized in the following ways:

- \$1,000 - Soaring Dove
- \$500 - Gold Leaf
- \$250 - Silver Leaf
- \$100 - Bronze Leaf

- Line 1: 26 Characters
- Line 2: 19 Characters
(Should Contain Name)
- Line 3: 27 Characters
- Line 4: 17 Characters

Use the lines below for the desired message on your leaf.
Please print clearly to avoid typos.

Sample Leaf



Please fill out this page and remit with payment or billing information to CLASS using the envelope provided in this Annual Report.

Line 1: _____

Line 2: _____

Line 3: _____

Line 4: _____

For more information or to make a donation, contact Shannon McCarty, Development Director, at 412.683.7100 extension 2158 or smccarty@classcommunity.org.

CLASS creates

Opportunities in the Community

"I'm so excited!" When anyone asks Don Short about his newly approved Community Habilitation Services through the Community Partners Program, they are sure to hear that response. "I feel like I am in an ABC Sunday Night Movie!"

Don loves to meet new people and try new things in the community. His sense of humor is unparalleled and he loves to reminisce about old friends and family. Don grew up in the South Hills of Pittsburgh and lived with his family until he was in his thirties. Wanting to become more independent, Don began to explore different options and decided to move into one of CLASS's residential apartments. Almost 20 years ago now, Don began to experience life in a different way than he had before. He could go to his favorite places such as concerts, musicals, and church carnivals independently without asking or confirming with his family members.



*Community
Partners provided
3,300 hours of
support to 43
individuals.*

Don trying his luck at the Rivers Casino



In the past few years, Don has faced some challenges with his health and has not been able to be as active in the community as he once was. Don wanted to reconnect with his community, wishing to experience new places and catch up with friends and family, but needed one-on-one support to do so. When CLASS became a provider for Community Habilitation, Community Partners knew Don was the perfect candidate for services.

Don was paired with Community Habilitation Aid, Christina Vasquez, through the Community Partners Program. Community Partners offers support in a partnership model at an individual's home or community setting, allowing individuals to play a role in managing their support. Through the partnerships, individuals and their Community Partner meet to set specific goals to meet their needs, develop strategies to meet these goals, and work toward them. Through the partnership, individuals play a role in their own success by managing their own support. Christina and Don developed a planner to use as a guide while preparing for community activities. The planner helps Don outline all of the steps necessary to be organized with his week, including the activity, costs associated with the activity, and transportation needs.

In less than one month of working with Christina, Don visited twelve new places, which included the Pittsburgh Zoo and PPG Aquarium, Rivers Casino, Phipps Conservatory, riding the Pittsburgh Incline, and taking the subway around Pittsburgh. All were activities that Don thought he would not be able to participate in due to his health needs. Of all of his accomplishments, Don was eager to tell staff that he was able to play the slot machines at the casino without assistance.

Through the one-on-one Community Habilitation support, Don is able to participate in his community again. As part of his next goal, Don and Christina are exploring volunteer opportunities and social groups for Don. Together, they are discussing his interests and creating a list of places to visit and exploring what each place has to offer. Don hopes to get involved with a volunteer position or social group that he can truly participate in and can build meaningful relationships. Through Community Partners, Don will be given the tools to do so.

Community Partners is a program at CLASS that offers a variety of one-on-one services including, but not limited to case management, life skills training, community integration, and community habilitation. For more information, contact Char Raynovich at 412.683.7100 ext. 2245 or craynovich@classcommunity.org.

CLASS creates

Vocational Support For All

Ryan is a young man with a contagious personality. His interests span from sports to percussion and musical theater. He is involved in peer groups and spends most of his time talking to or talking about his many friends.

Ryan and his mother turned to the CLASS Kids Program because Ryan wanted to locate a volunteer job in the community. Ryan's mother tried in the past to get him involved in the community, but given his young age and need of additional support, they were unable to find a suitable partnership.

Through the Family Partnership Program offered by CLASS Kids, children are matched with a Community Partner, who helps them find a possible volunteer opportunity based on their interests. Once at the volunteer placement, the Community Partner helps the individual develop the skills necessary for them to be successful in the workplace. Ryan, his mother, and his Community Partner, Sarah Brinkman, recognized that in order for Ryan to thrive in his volunteer placement, there would need to be some level of social interaction. However, too much socialization might be a distraction for Ryan and he might not get all of his work done.

After examining some options for Ryan, it was determined that working at the Mt. Lebanon Public Library would be a good fit. Not only was the library in need of volunteers to dust shelves and organize books, it was also a gathering place of many of Ryan's peers after school. Ryan's mother thought the library could provide a unique opportunity to help Ryan learn skills necessary for employment – one crucial skill being the need to balance work with social opportunity. The CLASS Community Partner collaborated with Ryan, his mother, and the library staff member to create a book of reminders and implement a system to signal Ryan when it was time to move on to the next task.

CLASS worked with Ryan for almost six months, addressing any barriers that arose and supporting Ryan as he transitioned to completing tasks independently at the library. Ryan wasn't the only one who benefited from the CLASS Kids program. His mother also learned something about Ryan, stating, "I learned much about Ryan's support needs through this experience. I now know that he needs strong visual cues reflecting the order of task completion, including volume of work to be completed at each task". Ryan still volunteers today, continuing to develop skills that will be valuable in the future when he looks for paid employment.

During the two-year Family Partnership Program supported by The Pittsburgh Foundation, Community Partners supported 73 individuals through the Family Partnership project (15 children and 58 teenagers) to connect with recreation and volunteer providers.



Ryan takes a break to pose with the librarian who coordinated his volunteer work



Ryan getting his volunteer badge before starting his work

CLASS creates *Stronger Organizations*

The neighborhoods and communities CLASS interacts with are important to the mission of the agency. It not only benefits CLASS to support individuals with disabilities as they work to become members of the community, but it grows relationships between the agency and the community at large. One way CLASS fosters the building of relationships is through our Community Service Centre located in Swissvale.

Throughout the year, the Centre hosts support groups, community meetings and events, and nonprofit programs. The Centre is available for regularly scheduled meetings as well as one-time events.

The cost for use of the Centre varies depending on the scope of the request and the financial resources of the requesting party. CLASS believes in supporting organizations that may not have the space within their own agencies to provide staff training, consumer meetings, information sessions, or other activities to advance their missions. CLASS will continue to be a resource for our neighbors, advocating for stronger communities.

CLASS provided space to over 35 community groups.



Kevin Huwe represents the Pennsylvania Assistive Technology Foundation at a resource fair held at CLASS

CLASS creates *Amazing Fundraisers*

Be sure to save the dates of CLASS's upcoming fundraisers and events.

*Highmark Walk for a Healthy Community
May 14, 2016*

*South Side Summer Open
June 11, 2016*

*10th Annual Alby Oxenreiter Golf Classic
August 1, 2016*

*24th Annual Community Heroes Awards Dinner
October 2016*

Jeff has been an advocate in the Pittsburgh community, holding leadership positions within the public and private sector. Well-respected by his peers, Jeff is known for his great sense of humor and patience. Due to his hard work and dedication, many look to Jeff for advice and guidance in disability-related issues and supervisory matters. Jeff's picture was even featured on a Port Authority Bus in honor of his work with the Americans With Disabilities Act, as 2015 marked the 25th anniversary of the landmark legislation.

Beyond his numerous professional accomplishments, there has always been another factor that has assisted Jeff in both his professional and private life. Due to physical limitations from a neuromuscular disability since birth, Jeff needs assistance from a personal care attendant to support him through his daily activities. Because Jeff depends on these services to remain active in his community, he understands and appreciates the value of a reliable, courteous attendant. Jeff has received most of his attendant care services from CLASS since 1998. Jeff applauds CLASS for "thinking outside the box" to ensure his care needs are met. This is his statement about his experience with the Attendant Care Program and his attendant, Lenny.



Jeff and Lenny

The Attendant Care Program provided 256,526 hours of support to 236 people.

CLASS creates
Quality Care



Jeff with the bus featuring his picture

Attendant Care, Residential, and Centre Services have cross-trained 12 staff members across the three programs to assist in meeting the needs of all of our programs and participants.

"I wanted to let you know what a good experience I've been having with Lenny as a weekend and fill in attendant. CLASS establishing a process that allows employees of one program to easily support the needs of another CLASS program has proven to be a benefit for both Lenny and myself.

For my part, my need was for a steady, reliable, and professional person to provide Attendant Care services on the weekends. Lenny's need as a part time employee of CLASS Centre Services was to find additional work and income that wouldn't interfere with his weekday position as an Advocate, which Lenny fully enjoys. Lenny's working weekdays with Centre Services and weekends with Attendant Care and me, meets all of our needs very well.

Additionally, this crossover has allowed Lenny to find supplemental hours in his chosen field of work instead of some non-related part time job. At the same time, I'm likewise benefiting from the same fact that Lenny comes as an experienced professional in attendant care services. I can't emphasize enough his careful skills, thoroughness, and attention to detail, all of which are a credit to himself and his Centre Services and Attendant Care training.

I'm really fortunate and quite thankful to the many other very skilled, hardworking, and responsible attendants who assist me on weekdays and weekends as well, but I wanted to support and encourage opportunities for CLASS to promote further crossover of employees between departments based on my experience with Lenny."

For more information about Attendant Care, contact Rebecca Miklos at 412.683.7100 ext. 2170 or rmiklos@classcommunity.org.

Ann is an avid movie goer and loves going out to dinner. She enjoys spending time with her family and chatting with people in the community. She credits her participation in the Attendant Care and Multiple Sclerosis Exercise and Support (MSES) programs with helping her be more active in her community. Some people, like Ann, receive services from more than one program at CLASS in order to meet their needs. Ann values both the wellness exercises from Joyce and the MSES Program, as well as the quality care provided by Vicky through the Attendant Care Program.

Ann has received services from the MSES Program for the past six years. The MSES Program is an in-home health and wellness program, which provides resources and information, as well as range of motion exercises to people diagnosed with MS. Joyce Zendarski, the MSES Program Supervisor, works with Ann once a week to perform different stretches and range of motion exercises to help maintain her strength.

In addition, Joyce has been a valuable resource for Ann and her family, answering questions about local resources and possible medications for MS. Of the MSES program Ann acknowledged, "I like the program a lot and would recommend it for anyone with MS. My muscles get very stiff and the exercises help me to relax, making me feel better." Through her tenure in the program, Ann and her family have learned a lot from Joyce about MS and possible treatments that could be beneficial for Ann's care.

CLASS creates *Collaborations For Support*



L To R: Joyce, Ann, and Vicky

The MSES Program made 757 visits to 36 individuals enrolled in the program. In addition, 66 people participated in local social and support groups.

Ann is very close to her family, and choosing an agency to serve as Ann's caregiver was a challenging decision for the family. Confident in the care CLASS could provide, Ann and her family chose to receive services from the Attendant Care Program. Ann's attendant, Victoria Smith, or Vicky, has worked with Ann for the last thirteen years. Ann's mom and sister speak very highly of Vicky and know that Ann will receive excellent care and support through the Attendant Care Program.

In addition to caring for Ann, Vicky goes above and beyond her daily assigned tasks and helps Ann plan two trips a week into the community. With assistance from Vicky, Ann loves to go to see comedies at the movies, buy gifts for her family at the Mall at Robinson, and go out to eat, especially at her favorite restaurants: Bravo and Red Lobster. Since Joyce works closely with Ann and Vicky, she sees the vital role that Vicky plays in Ann's life. "I am proud to say that I work at the same agency as Vicky. I have always been impressed about the quality of care that Vicky provides Ann."

For Ann, the blend of individualized services offered through CLASS has helped her receive the support she needs to remain in her own home as an active member of her community. CLASS prides itself on the ability to create the unique blend of supports based on the individuals needs of each person receiving services. For more information about the MSES or Attendant Care programs, contact Char Raynovich at craynovich@classcommunity.org or 412.683.7100 ext. 2245.

CLASS creates *Residential Options*

Family and holidays have always been important to Michael Andrews, who is supported through CLASS's Residential Services Program. His excitement is contagious for all who meet him at any time throughout the year, but especially during the holiday season. This year was even more exciting for Mike; he was going to spend the holidays with his family in Indiana, something he had wanted to do for years.

Weeks before the trip, Michael told everyone that he was going to his brother's home to celebrate the holidays. For Michael, travel isn't always easy. Over the past 17 years that Michael has been supported by CLASS, most of his trips were local; he had never traveled on a plane and gets anxious in confined spaces. Diana Tatters, an Individual Supports Plan Specialist at CLASS, worked with Michael and his brother to develop a detailed travel plan, so he was comfortable with all aspects of his trip. Staff had repetitive discussions with Michael during the month before the trip, which included details about the airport, describing what the plane was like on the inside, and different safety measures, such as staying in your seat during the flight. In order for Michael to feel at home once he arrived, staff also reviewed things with his family that Michael liked, as well as different things that the family should be aware of that could cause anxiety for Michael. It was decided that Diana would accompany Michael on the flights to help him navigate the airport and try to ease any anxiety he may have during the trip.

When the day arrived to make the trip to Indiana, Michael anxiously paced from the minute he woke up until leaving for the airport. He gathered up his suitcases and presents for his family, and headed to the airport with Diana. Once on the plane, Michael enjoyed looking out the window at the land below. While layovers can be stressful for travelers, Michael took the opportunity to walk off some energy before boarding his connecting flight to meet his family. Upon arriving in Indiana, Diana exchanged information with Michael's family and then headed back to Pittsburgh, allowing Michael and his family to reconnect with each other. During the visit, CLASS staff remained in contact with Michael and his family to offer information and tips to supporting Michael to ensure a successful visit.

After celebrating Christmas and ringing in the New Year with his family, Diana returned to Indiana to support Michael on his trip home. He talked the whole way home about his Indiana adventure and all the things he did with his brother and his family. The communication and support between Michael's staff and his family ensured that Michael's dream to visit his brother out of state became a reality and a memory that he and his family will treasure.

CLASS's Residential Services is proud to offer a more individualized approach to care which makes trips, like Michael's, possible. Staff members work closely with participants and their families to ensure they receive the support and resources necessary to travel in their own communities, as well as other opportunities. Because of this support, individuals can actively participate in the communities of their choice.

For more information about Residential Services, contact Darla Lynn at



*Michael's brother and Michael
ringing in the New Year*



Michael on the plane

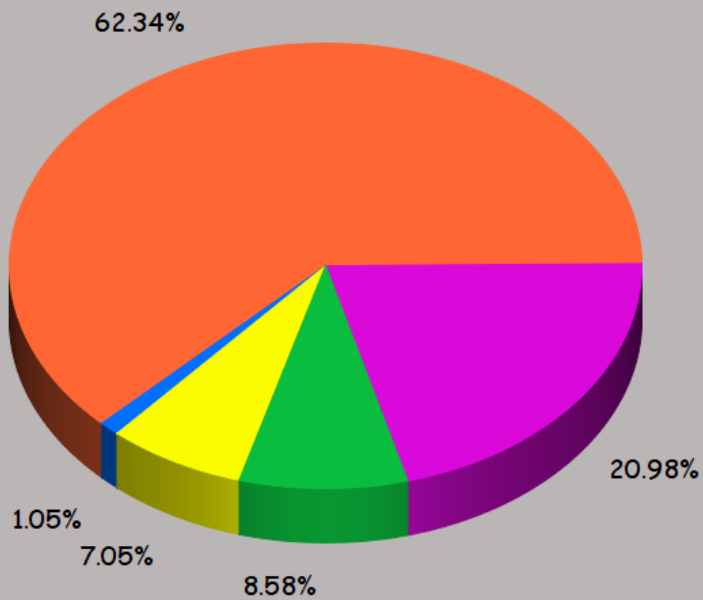


Michael and his brother celebrating Christmas

*Residential Services
provided 187,874
hours of support to
51 individuals who
reside in the 14 homes
and 13 apartments
throughout
Allegheny County.*

Income Totals

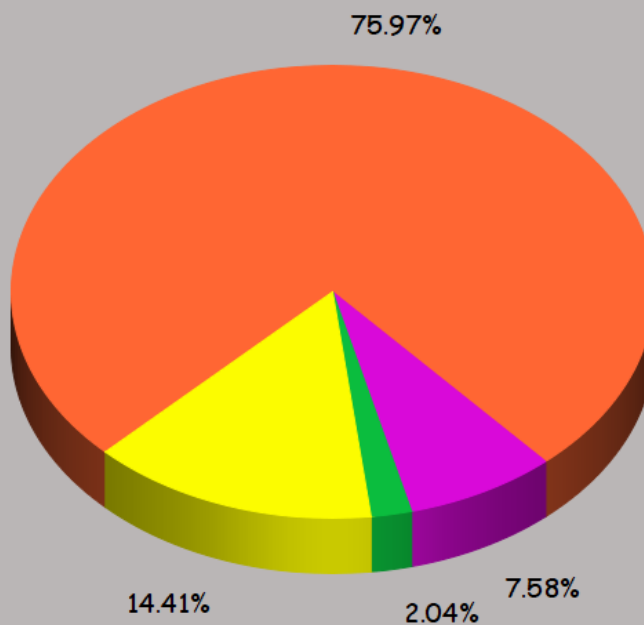
- Government Grants - State and Federal
- Allegheny County DHS
- Third Party Insurance/Fee For Service
- Foundation Grants/Individual and Corporate Donors
- Gain on Sale of Property/Misc./Investment Income



CLASS creates *Financial Stability*

Expense Totals

- Attendant Care and Residential Services
- Adult Development Services
- Community Consultation Services
- Administrative and Fundraising





Community Living
And Support Services

1400 South Braddock Avenue
Pittsburgh, PA 15223
412.683.7100

www.classcommunity.org